CITY OF NEWTON, MASSACHUSETTS

PURCHASING DEPARTMENT
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March 22, 2011

ADDENDUM #1

INVITATION FOR BID #11-68

FACILITY MANAGEMENT SYSTEM

THIS ADDENDUM IS TO: **Answer the following Questions:**

Q1.   Is an extension possible?
A1. No.

Q2.   Also, I have been asked by our RFP team for a Word version, which would help facilitate our response as it would be a lot easier to use. Can we get a Word copy?
A2. Purchasing should be able to provide this.

Q3.   To confirm that in the pricing we should include implementation of the program, to include data entry of all the assets currently scheduled to be tracked by the program.
A.3. Yes. Current data can be exported to MS Excel.

Q4.   Assuming the above is true, is there currently a database of the assets that can be exported from your current system into the new system or will it require manual entry of the information.
A4. See A3

Q5.   The fifty people that will require training. What training expectations do you have for these people? Service requesters, data entry personnel, system administrator, field users?
A5. We expect that training would be available for all of these types of users.

Q6.   Under the General Provisions of the scope of service, paragraph 2, "unlimited users and requesters." Typically licenses are priced based on how much access is required by the users for the system to be functional for the client. Although there may be an unlimited number of users putting in data, pulling reports, scheduling activities etc, the typically would not all be on at the same time. The requester portion of the program is unlimited and there is no limit established for people going on the internet and making work requests. Is there a number of users, rather than unlimited, that would be partical to base pricing off of, 50, 100?
A6. 200 requesters, 20 administrators

Q7.   Data storage will be assumed to reside in our storage facilities/server equipment. Is that correct?
A7. Yes

Q8.   How many expected users will be on the system?
A8. 200 requesters, 20 administrators

Q9.   Please define what the requirements and scope of integration to the city's financial package? What is compatible? What format? Is there an API for the financial package that we would have access to? Will the vendor of the financial package be willing to assist with the integration?
A9. Finance Plus is our financial package. This is an Informex Database system. We require a 16 character organization code, and a 8 character account code for both regular time and overtime for up to 20 craftsmen. Finance Plus will work with excel based format. Finance Plus will not assist in the integration.

Q10.   Do you want a MAC platform compatible solution? Is a Citrix solution running on the MAC acceptable?
A10. We do not need a MAC platform compatible solution.

Q11.   Please define 100% uptime for the web solution
A11. We need to be able to access and operate the web solution at all times. It is understood that the product may need to be down for maintenance, but this shall be limited in duration to no more than 12 hours, should occur whenever possible "off-hours," and we should be notified at least 24 hours prior to the event.

Q12.   Can you explain/clarify the bid deposit? There is mention of it on page 4 but we found no additional instructions.
A12. As per paragraph 3 of the Invitation for Bid, no Bid Deposit is required.

Q13.   You request an unlimited number of users. Can you give us a general idea of the number of users? Is it 50, 100, 1000 or more? An unlimited number licenses requires an enterprise license that is based on the size of the enterprise.
A13. See A8

Q14.   Will Schooldude be replaced with an enterprise asset solution?
A14. No, the intent of this bid is to procure a Facilities Management System software solution. An EAM would not be excluded if it meets all of the bid requirements.

All other terms and conditions of this bid remain unchanged

PLEASE ENSURE THAT YOU ACKNOWLEDGE THIS ADDENDUM ON YOUR BID FORM

Thank you.

Rositha Durham
Chief Procurement Officer